

Customer Satisfaction Rates for Week Ending 02/27/2012

DirectV's Goal is 96%

We are 1.00% below goal.

Combined	93.91%
Gig Harbor	92.41%
Kent	95.00%

Harfst	95.00%
Henderson	96.38%
Peeler	91.78%

Parsons	97.92%
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Tech	Team	Index	Tech Professionalism	Confirmation Call	Showed Picture ID	Fully Educated Customer	Spent Sufficient Time	Quality of Work	# of Surveys
Combined	All	95.00%	9.34	95.45%		95.45%	100.00%	97.73%	44
			9.50	100.00%	100.00%	100.00%	100.00%	100.00%	2
Robert Bobo	Harfst	91.00%	9.50	100.00%		100.00%	100.00%	100.00%	4
Adam Boynton	Peeler	91.50%	10.00	100.00%		100.00%	100.00%	100.00%	2
William Dittmar	Peeler	92.67%	9.00	100.00%		100.00%	100.00%	100.00%	2
Michael Knight	Harfst	92.67%	9.00		100.00%	100.00%	100.00%	100.00%	3
Igor Kozlov	Harfst	95.00%		100.00%	100.00%	100.00%	100.00%	100.00%	3
Vair Servin	Henderson	95.50%	9.00	100.00%	100.00%	100.00%	100.00%	100.00%	2
Oleg Katko	Harfst	97.14%	9.71	100.00%		100.00%	100.00%	100.00%	6
Miguel Rocha	Henderson	99.60%	9.80	100.00%	100.00%	100.00%	100.00%	100.00%	7
Luis Fabian	Henderson	100.00%	10.00	100.00%	100.00%	100.00%	100.00%	100.00%	5
Michael Reece	Henderson	100.00%	10.00	100.00%	100.00%	100.00%	100.00%	100.00%	3
Greg Wood	Peeler	100.00%	10.00	100.00%	100.00%	100.00%	100.00%	100.00%	1
Sharkhuu Lhagvasuren	Henderson	100.00%	10.00	100.00%	100.00%	100.00%	100.00%	100.00%	2